

Economy and Fair Work Committee
Wednesday 29 October 2025
29th Meeting, 2025 (Session 6)

Consumer Scotland – Note by the Clerk

Background

1. [Consumer Scotland](#) is the statutory and independent body for consumers in Scotland, established by the [Consumer Scotland Act 2020](#) (“the Act”). It is a Non-Ministerial Office, accountable to the Scottish Parliament and became operational on 1 April 2022. Scrutinising its performance falls within this Committee’s remit.

Purpose and Functions

2. Consumer Scotland has six main functions, as set out in the Act—
 - Advocacy and advice
 - Representation
 - Research and investigation
 - Information
 - Recall of goods
 - The Consumer Duty
3. The Act sets out five key areas of focus
 - Reducing harm to consumers
 - Increasing consumer confidence
 - Encouraging public bodies to address consumer matters
 - Promoting the sustainable consumption of natural resources
 - Advancing inclusion, prosperity, and wellbeing

Evidence Session

4. The purpose of the session is to discuss Consumer Scotland’s activities, performance and impact. The Committee will hear from—
 - David Wilson, Chair;
 - Sam Ghibaldan, Chief Executive; and
 - Sue Bomphray, Director of Operations and Partnerships, Consumer Scotland.

Clerks to the Committee
October 2025